

ABSTRACT OF THE DISCLOSURE

[0057] A method for enabling remote diagnosis of an active application and its related environment on a client computer from a support location. The method includes the step of requesting a diagnostic information package relating to the active application. The next step is collecting the diagnostic information package relating to the active application, using a procedural interface that programmatically collects the diagnostic information package. Another step is sending the diagnostic information package to the support location in response to the request for the diagnostic information package.

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